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ABSTRACT

Reports of two studies conducted at South Oklahoma City Junior College are presented. In the first study, a questionnaire was used to evaluate the new on-line enrollment process from the student's point of view. Eighty-eight of a sample of 221 students who enrolled during March 1978 responded; 51 were returning students, while 37 were new. When asked about changes needed in the enrollment process, 55 of the 58 who responded said that no change was necessary. Those who had previously attended the college felt that the new process was an improvement, and that the amount of time they had to spend was less than the last time they enrolled. In the second study, the Tutorial Assistance Program was evaluated by means of a postage paid postcard mailed to 372 students who had used the service from January 1, 1977, to January 1, 1978. The response rate was 17.2%. Generally, results were positive: 67.2% rated their tutors as good, 87.5% rated the service as good, and a majority of the written comments stated that the service should be continued. Tutors in accounting, real estate, algebra, math, zoology, anatomy, physiology, electronics, and sociology were given ratings of average or poor. Over 48% of the respondents indicated that the program helped them, and only 15.6% indicated having problems, mainly with the quality of the tutors. (MB)

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Institutional Research, Fiscal Year 1978:

A Student View of On-Line Enrollment

Research Monograph X

and

The Tutorial Assistance Program

Research Monograph XI

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South Oklahoma City Junior College

Office of Planning and Development

1978

JC 790 073

A STUDENT VIEW OF ON-LINE ENROLLMENT

RESEARCH MONOGRAPH X

Office of Planning and Development
March, 1978

During the first week of registration for classes beginning March 13, 1978, which was also the first week of use of the on-line registration, a questionnaire was distributed to all enrolling. (See Table I.) The questionnaire sought to evaluate the new enrollment process from the student's point of view. Eighty-eight students responded to the questionnaire of the 221 enrolled during that week, a 39.8% response rate. Forty-two percent of the 88 were new students, and for this reason, they responded to only the question asking what changes they would like to see in the enrollment process, while the 51 who were returning students were asked to evaluate the enrollment process this time as compared to last time. Responses made to the questionnaire can be found in Table II.

When asked about changes, 55 of the 58 people responding to question two said that no change was necessary in the enrollment process, two indicated they needed more help finding areas, and one person said he would like to complete enrollment in one area. The 51 people who had enrolled at SOCJC at an earlier time basically felt that the amount of time they had to spend and the process was better than it was the last time they had enrolled. In general, it would appear that students felt good about the new system of enrollment.

TABLE I

NEW ENROLLMENT SYSTEM QUESTIONNAIRE

We would like to know what you think about our new enrollment process so that we can identify problem areas and perhaps make changes to make the process easier and more efficient for you.

1. *Is this the first time you have enrolled in classes at SOCJC?*

   _____*YES* _____*NO*

2. *Are there any things you would like to see changed to help the enrollment process be better?* _____

   _____

   _____

If this is <u>not</u> the first time you have enrolled, please answer the following:

3. *Was the amount of time it took to enroll this time as compared to last time:*

   _____*better* _____*worse* _____*about the same*

4. *In general, the enrollment process this time as compared to last time was:*

   _____*better* _____*worse* _____*about the same*

TABLE II

Question	*# Responding*
1) Is this the first time they enrolled	
a) Yes	*37*
b) No	*51*
2) What changes would help the process	
a) No change	*55*
b) More help in finding areas	*2*
c) Enrollment in only one area	*1*
3) Amount of time it took to enroll this time as compared to last time was	
a) Better	*30*
b) Worse	*2*
c) About the same	*14*
4) A general evaluation of this enrollment as compared to the last time	
a) Better	*33*
b) Worse	*1*
c) About the same	*13*

THE TUTORIAL ASSISTANCE PROGRAM

RESEARCH MONOGRAPH XI

Office of Planning and Development
May, 1978

The Tutorial Assistance Program was evaluated through a postage paid postcard mailed to 372 students who used the program from January 1, 1977, to January 1, 1978. The response rate was low being only 17.2% but the basic results were positive with 67.2% rating their tutors as good, 87.5% rating the service as good, and a majority of the written comments stating that the service should be continued.

Table I lists all the courses in which tutoring was received and the number of people who received tutoring in that particular course. Over two-thirds of the tutors were rated as good, with problem areas in tutors appearing in Accounting, Real Estate, Algebra, Math, Zoology, Genetics, Anatomy and Physiology, Electronics, and Sociology as they were given ratings of average or poor. (Table II contains ratings of tutors)

The program was rated as good by 87.5% of those responding. Comments made by those responding reinforced the above finding with 48.4% indicating that the program helped them through and that it should be continued at all costs. Only 15.6% had problems and this was mainly with quality control on tutors and not with the program itself. (See Table II)

Before making any major generalizations from the above findings be sure to remember that less than 20% of those who received tutoring responded to the questionnaire and this is not an adequate response rate to make inferences from.

TABLE I

Course in which Assistance was Received

Course	Number Responding
American Federal Government	1
Sociology	3
Psychology	1
Introduction to Child Development	2
Accounting I	5
Accounting II	4
Small Business Accounting	1
Real Estate Principles	3
Shorthand	2
Mag Card Machine	1
EMT I	1
EMT II	1
Algebra	7
Math	2
Math for Business Careers	2
Tech. Math I	2
Trigonometry	1
Calculus I	1
Anatomy & Physiology	3
Genetics & Man	1
Microbiology	2
Zoology	3
Chemistry	1
Electronics	1
College Reading Writing Skills	1
College Spelling	1
Composition & Literature	1
Oral & Written Composition	2
Music Fundamentals	1
French I	2
Spanish	3

TABLE II

Tutor and Program Ratings

Rating	Number Rating	% of Total
1) Tutor		
a) Good	43	67.2
b) Average	12	18.8
c) Poor	6	9.4
d) No Response	3	4.7
2) Program		
a) Good	56	87.5
b) Average	5	7.8
c) Poor	1	1.6
d) No Response	2	3.1
3) Comments		
a) Program helped them get through and it should be continued	31	48.4
b) Should be some type of quality control for the tutors	7	10.9
c) There were not enough tutors	3	4.7
d) No Comment	23	35.9

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